



13130 Westlinks Terrace, Suite 10, Fort Myers, Florida 33913

<b>Job Title:</b>	Quality Analyst Technical & Non-Technical	<b>Recruiting Contact:</b>	<a href="mailto:employment@jlodge.com">employment@jlodge.com</a>
<b>Department/Group:</b>	Operations	<b>Will Train Applicant(s):</b>	Yes
<b>Location:</b>	Virtual, at-home position	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	\$8.04/hour	<b>Position Type:</b>	Part -time
<b>Online Application:</b>	<a href="https://www.formstack.com/forms/?732929-ai5kOaVo6p">https://www.formstack.com/forms/?732929-ai5kOaVo6p</a>		

#### Job Description

##### Job Purpose:

The role of the Quality Analyst is to perform quality assurance audits on phone calls, emails, and chats. The analyst will review and grade customer contact events for technical accuracy, compliance to policies and procedures, and observable soft skills. The analyst may also provide measurements to help gauge the customers overall level of satisfaction with the contact event.

##### Essential Job Functions:

- Active Listening
- Call auditing and reporting
- Systems & Technology Use
- Interpersonal Skills
- Schedule Adherence

##### Job Requirements:

- Must have a safe and secluded at-home office that is free of normal household distractions
- Must be able to type 35 WPM with a minimum accuracy score of 85%
- Must have high speed internet access. ( Dial up - or DSL- is not acceptable)
- Must have a home PC equipped with Windows XP or Windows Vista 32 Bit (no Mac OS, no virtual machines), Windows 7 Ultimate or Professional versions (no Home edition \* Most computers sold in retail stores only have Home Edition available, with the ability to purchase the upgrade once you start up the computer).
- Office Application Suite: Microsoft Office [03/07] any version (Open Office is acceptable; if user can configure it to open and edit files, originally formatted/saved within Microsoft Office applications.)
- **Must** have excellent verbal and written skills.
- Call center experience is preferred
- Strong customer service skills required

##### Schedule, Reporting and Training:

- A typical work week will consist of 4 hour shifts per day, Monday- Friday, between the hours of 8am – 5pm EST. Two shifts are available, 8am – 12pm and 1pm – 5-pm Eastern Time.
- Training will include 2- 3 weeks of remote web based training. Classes will run 4-5 hours per day, Monday- Friday, between the hours of 8am – 5pm EST. Breaks will be administered

<b>Reviewed By:</b>		<b>Date:</b>	
<b>Last Updated By:</b>	Pat Hillegass	<b>Date:</b>	December 27, 2010